



Department for
Communities and
Local Government

6th October 2015

The Department for Communities and Local Government (DCLG) wishes to announce that the COntinuous REcording of Social housing (CORE), which is currently managed by TNS, will switch on Friday 9th October at 5 pm to an in-house system, available to all CORE data providers and users from **Monday 12th October 9am**. The new system will still be accessible via core.communities.gov.uk.

DCLG would advise CORE data providers not to make use of the CORE system from Friday 9th October 5pm to Monday 12th October 9am while transition is taking place. New logs may be created from Monday 12th October but all existing logs for 2015/16 created in the TNS system will be transferred during week commencing 12th October and therefore may not be visible in the new system until Monday 19th October.

The transfer of user and association details will also take some time. Therefore, please do not make any changes to these from Friday 9th October 5pm. The transfer process for this data will be completed by 19th October and then be available for editing.

Please note that until 5pm Friday 9th October, data should continue to be entered through the current TNS website as per usual practice.

The new DCLG website will be managed directly by the CORE team in DCLG, which will allow DCLG to have more direct engagement with data providers and better control and understanding of how the CORE data is being collected, reported and used.

DCLG has involved CORE data providers in the development and testing of the new in-house system in order to minimise the impact that the change will have to data providers and users, and improve on the current TNS system where possible. Data will continue to be collected through both manual entry and bulk upload of data using the existing CORE forms. The functionality of the TNS system has been transferred where possible, however, some changes have been made to improve or adapt the system.

Detailed guidance on how to use the new system and on the key differences from the current TNS system is available from the DCLG website at [Social housing lettings - GOV.UK](#).

As with most new systems, further future developments may be needed after going live so data providers are encouraged to provide further feedback to help identify further improvements needed. For feedback and any queries please contact the CORE team at helpdesk.CORE@communities.gsi.gov.uk or on 0303 4442001.